



OUR LADY OF MERCY COMMUNITY OUTREACH

*Sharing blessings. Changing lives.*

ANNUAL REPORT 2016



## *About us*

### **Who We Are**

Our Lady of Mercy Community Outreach is rooted in the legacy of the Sisters of Charity of Our Lady of Mercy thus participating in Christ's mission of love and mercy in accordance with Gospel values and a commitment to systemic change.

### **Our Mission**

To encourage and support self-sufficiency and self-worth for people in need in our community through education, wellness and outreach services.

### **Our Vision**

Sharing blessings, building community, and providing opportunities for people to change their lives.

## *Our Core Values*

### **Compassion**

Serving with a spirit of charity, love and understanding

### **Inclusiveness**

Committing to ensure diversity and acceptance of all people

### **Dignity**

Treating individuals with respect and honesty in all situations

### **Empowerment**

Achieving results through teamwork and partnership

### **Integrity**

Conducting ourselves in a highly ethical manner and serving as good stewards of our resources



*Frank Cassidy*

*"We know in our hearts by the smiles on the faces of those we serve that we are doing good and needed work."*

### **Board Chair's Letter**

Maybe you experienced some significant changes in 2016? We sure did! As the old saying goes "change is the only constant in life". Inside the pages of this report, you will read the stories of those whose lives have been changed through your generosity, as well as stories of others like you, who have helped make change possible.

We know in our hearts by the smiles on the faces of those we serve that we are doing good and needed work. But in order to demonstrate the impact, we've worked hard over the past 4 years to quantify our progress. By implementing a shared case management system, establishing baselines, and hiring qualified and dedicated staff, we have been able to document the progress our clients have made. We're excited to share our 2016 successes with you!

Last year, we provided nearly 14,000 hot meals, \$1.3M in comprehensive dental services, welcomed 31 new babies, and

touched the lives of nearly 5,000 families! But these services are just the beginning. When clients come to us for emergency needs, they can take advantage of many educational and capacity-building programs that will help ensure a better future for them and their families. And they don't have to do it alone - our staff and volunteers are with them every step of the way.

At Our Lady of Mercy Community Outreach, we welcome change as a necessary part of growth. And as we work together to change even more lives in the coming year, we hope you will continue to support the important work we're doing both on Johns Island and in downtown Charleston through Neighborhood House.

We are humbled by your generosity. Thank you on behalf of the Board of Directors, the staff, and those we serve, for your investment in this important work.

*Frank Cassidy*

# Our Services



## Outreach

- Emergency Food
- Senior Food Box
- Financial Assistance
- Budgeting
- Case Management

- Application Assistance (Medicaid, SNAP, Eye Glasses)
- Free Tax Preparation
- Agency Referrals
- Clothing Room

- School Supplies
- Christmas Assistance
- Bridges Out of Poverty
- Senior Program
- Soup Kitchen



## Education

- Cooking Matters
- YIC After School
- YIC Summer Camp

- GED Preparation
- ESL
- Workforce Development

- Computer/Keyboarding
- Parenting Classes
- Child Learning Center (child care)



## Wellness

- OBGYN
- Dental
- Yoga
- Tai Chi

- Walk With Ease
- Labor and Delivery (PASOS)
- Quilting

# Our Impact

## **Budgeting Class**

305 Students

## **School Supplies**

104 Children

## **Christmas Assistance**

199 Families

## **Food Pantry**

2,387 family members

## **Clothing**

1,082 individuals/2,417 family members

## **Emergency Financial Assistance**

332 individuals/799 family members  
\$46,192 value of services

## **Soup Kitchen**

*Neighborhood House Only*

13,945 meals served/856 individuals

## **Free Tax Assistance**

\$28,706 in credits and refunds for 15 clients

## **SNAP Application Assistance**

30 clients

## **English as a Second Language**

69 Students

## **GED Preparation**

14 Students

## **Children's Programs**

84 Students

## **Yes, I Can! Summer & After School**

42 Students

## **Dental Services**

1,467 patients  
13,148 procedures  
\$1,373,958 value of services

## **OBGYN**

166 patients  
31 healthy babies  
\$313,923 value of services

*Your generosity benefited  
nearly 5,000 people!*



# Our Team

## Board of Directors

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Ralph Mastrangelo  
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Alysann Sieren  
Sister Bridget Sullivan  
Joseph Tronco  
William Wert

## The Sisters' Circle

As the need for assistance grows so do the costs associated with the many services the organization provides to meet that need. To provide future growth and ensure that the Sisters' legacy continues, the organization has established "The Sisters' Circle," a group of donors who make a significant

planned gift – a bequest, a trust, an annuity or similar donation – in the spirit of the Sisters of Charity of Our Lady of Mercy who established Our Lady of Mercy Community Outreach with their own such gift. Becoming a donating member of The Sisters' Circle is a wonderful way to leave a legacy!

## Members of The Sisters' Circle

Mr. Thomas T. Johnston  
Mr. & Mrs. Ray Jones  
Mrs. Mary Gilbreth  
Mr. & Mrs. Leo Weber  
Mr. & Mrs. Griff Hogan  
Mr. & Mrs. Don White  
Anonymous

*If you have chosen to include Our Lady of Mercy Community Outreach in your planned giving, but do not see your name listed here, please let us know so we can gratefully acknowledge your lasting gift.*

## Our Lady of Mercy Community Outreach Staff

### Administrative Staff

Michelle Boudet	Director of Development
Maria Gurovich	Volunteer Coordinator
Zachary Huey	Temporary Volunteer Coordinator
Jill Jackson Ledford	Executive Director
Jennifer Meshanko	Special Events Manager
Hilary Nelson	Finance Director
Annie O'Brien	Strategic Initiatives Coordinator

### Johns Island Outreach Staff

Asa Blake	Childcare Assistant
Edward Crews*	AmeriCorps VISTA Volunteer
Chloe Garrison	Social Services Manager
Wendy Geuss	Youth Coordinator
John McPherson	Facilities Supervisor
Danielle Tillilie	Education Coordinator
Ryan Vrba	Director of Outreach and Education
Katie Young	Education Coordinator

### Wellness Center Staff

Aileen French	Administrative Assistant
Olga Hahn	Dental Assistant
John Howard, DMD	Dental Clinic Director
Jacqueline Jefferson	Wellness Coordinator
Ann Martinez	Support Office Staff
Alex McKenzie*	AmeriCorps VISTA Volunteer
Joann Mills	Dental Assistant

### Neighborhood House Staff

Rita Aidoo	Social Services Coordinator
Sister Noreen Buttimer	Education Program Coordinator
Nikki Grimboll	Program Director (Former)
Melanie Harrell	Social Services Coordinator
Brittany Hughes	Temporary Social Worker
Deborah LaRoche	Program Director
Tara Lavelle*	AmeriCorps VISTA Volunteer
Vonceil Mitchell	Kitchen Supervisor
Curtis Rambert	Maintenance Assistant
Dorothy Rose	Clothing Room Assistant

\*AmeriCorps VISTA Volunteers make a year-long, full-time commitment to serve on a specific project at a nonprofit organization or public agency. We thank them for their service!



## FY 2016

### *Support & Revenue*

Cash Donations and Grants	1,113,065
In-Kind Donations	1,446,030
Special Events	173,056
Investments & Other Income (net of fees)	-4,004
<b>Total</b>	<b>2,728,147</b>

### *Expenses*

Program Services	2,579,992
Management and General	216,962
Fundraising	148,427
<b>Total</b>	<b>2,945,381</b>



*Alysann Sieren*

**Board Member**

*"You've only got one life to live, so do it well. Start now. At the end, you will never regret giving back."*

**Why is volunteering your time and talent important to you?**

One of the values my parents instilled in me was the importance of service. They led by example by giving their time and financial support to a variety of communities -- their church, children's schools, clubs and civic organizations. As a mother of two young children, it's very important for me to do the same. I believe it's one of the greatest gifts I can give my daughters.

**How did you become involved with OLM?**

When I moved to Charleston, I was alarmed and concerned by the tremendous economic disparity I saw on Johns Island. It was motivation to help. I started by dropping off groceries at the food pantry and then made a donation in honor of a friend. When Al and I married, we asked our family and friends to make donations instead of purchasing wedding gifts. We've also asked that memorials in honor of the family members we've lost be given in support of the Outreach.

**What makes the Outreach special?**

I've been incredibly impressed by the tremendous spirit of community I see. Many of the clients the Outreach serves are just as devoted to supporting the mission as the staff and volunteers. I truly feel we are neighbors helping neighbors on the path to self-sufficiency.

**Why should someone get involved with OLMCO?**

I believe that you can really make a positive change in people's lives by giving them dignity. I was profoundly impacted many years ago while serving in a homeless shelter. I had just checked in a man for the night, and he thanked me for looking him directly in the eyes. It was a reminder that each and every one of us deserves the dignity of being acknowledged. To those who are thinking of getting involved, I say, "You've only got one life to live, so do it well. Start now. At the end, you will never regret giving back."





## *Dr. Alan Martin*

**Volunteer Dentist**

*“People form a bond with their health care provider... early on in my practice, patients would call me at home for advice about life.”*

Dr. Alan Martin wanted a way to keep his mind active during retirement. Cooking and fishing had long been favorite pastimes, but he was longing for something more.

One day while reading the Post & Courier, Dr. Martin saw an article about Our Lady of Mercy Community Outreach and wondered if he could volunteer his time. As a retired dentist, Dr. Martin enjoyed restoring smiles and reducing pain. The opportunity to use his skills to help those in need was exactly what he had been looking for.

After meeting Dr. Howard, OLMCO Dental Director, Dr. Martin was sure he had found the right place. The clinic staff and providers soon became like family and he began to build relationships with many of the regular patients. “People form a bond with their health care provider” shared Dr. Martin, “... early on in my practice, patients would call me at home for advice about life.”

In the beginning days of the dental clinic, Dr. Martin and others worked out of a double-wide trailer on the Brownswood Rd property. Then in 2008, the new facility was built and included state-of-the-art equipment that allowed the clinic to do more for patients. Dr. Martin has loved being able to offer more comprehensive procedures over the years, including crowns, root canals, and diabetic and blood pressure screenings. These additional services allow for more holistic care and help ensure a better outcome for patients.

Dr. Martin is proud to have served in the OLMCO dental clinic for the past 13 years. Unfortunately, he is leaving the Charleston area to relocate to Florida. Dr. Martin shared that he is very sad to leave the clinic for the camaraderie and the chance to give back to the community in such a meaningful way. We are so grateful for his service to our community and wish him the best in the next chapter of his life.



## Maribel

### Participant

*"All of the services we've received have helped us have a better life... I tell everyone I meet about the Outreach."*

When Maribel came to the Outreach in 2001, she had no idea it would become such a big part of her life. In the beginning, she accessed the food pantry and clothing closet in order to provide for her and her family. When times got really tough, she applied for financial assistance, which helped her make ends meet.

In 2003, Maribel started taking English classes and her confidence began to grow. Over the next three years, she not only learned how to speak English, she also learned new skills to prepare her for the future. She shared that being able to express herself in English has been a game changer.

When she became pregnant with her sons Ariel and Aldo, Maribel was able to receive pre- and post-natal care at the Wellness Center through a partnership with Roper Hospital. Thanks to all of the services she received, she was able to welcome her boys into a more stable life. Maribel has also benefitted from the dental services and is grateful for the care and compassion she has received at the clinic.

"I've learned to speak for myself thanks to the Outreach. Economically, the services have helped me; I've learned to manage my money and have even started building my savings," shared Maribel.

In addition to the services Maribel has received, one of her sons, Ariel, has attended the Yes, I Can! After School Program and Summer Camp, and her youngest, Aldo, will attend as soon as he is old enough. They are both smart and healthy children thanks to the Outreach.

Recently, Maribel participated in the Cooking Matters course. The classes have helped her choose healthier ingredients when cooking for her family. Her husband suffers from hypertension, so Maribel has become very diligent about checking labels for sodium and using healthier oils to prepare meals.

"All of the services we've received have helped us have a better life and move forward, and not go backwards. I tell everyone I meet about the Outreach."



## Theodore Grant

### Participant

*"If you're willing to work, I'm willing to help you the way I was helped."*

"My parents always told me the right way to go, I just didn't listen" shared Mr. Grant. Theodore Grant grew up in downtown Charleston off of Cannon Street. Despite his parents' best attempts, Mr. Grant got caught up with the wrong people and began a downward spiral.

After many years of selling drugs and spending time in and out of jail, Mr. Grant decided it was time to make a change. He was so tired of going back and forth, and felt that God was calling him to do more with his life.

He worked several seasonal and contract jobs and lived with his aunt until she passed. In order to make ends meet until he found stable work, Mr. Grant decided to apply for unemployment. Not knowing where to start, he went to the Neighborhood House for help. There, he met Rita, the social worker, and she helped him with all of the paperwork he needed to file for unemployment.

"He was one of my very first clients when I started working at Neighborhood House," Rita shared. "Mr. Grant was persistent and

consistent in wanting to find a job to make a better life for himself. After meeting with him, he would show up regularly to do job applications, turn in his job searches, and follow up on any leads I gave him. He always goes above and beyond. A few weeks later, he stopped by to share the good news. He had landed a job as a dishwasher for a well-known downtown Charleston restaurant and was even wearing his work uniform. I am so proud of him!"

Now, Mr. Grant is actively helping others in the Eastside Community. He tells those in need of help that "if you're willing to work, I'm willing to help you the way I was helped." For those wanting to change their life, Mr. Grant has some advice: 1. Keep a job 2. Help others 3. Stay out of trouble.

Thanks to his new job, Mr. Grant has managed to save over \$400 and is paying his own bills. He is grateful for Rita and the other staff at Neighborhood House – his "safe haven".

# Donor List

## **Diamond** **\$20,000 & Above**

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## **Titanium** **\$15,000-\$19,999**

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## **Platinum** **\$10,000-\$14,999**

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